Task Force WEB

TF Web

Lessons Learned

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Outline

TFWeb

- Schedule & Risk Management
- Process Management
- Technical Issues
- Information Assurance

Schedule

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- Aggressive schedule results in 80% solution
  - Architecture to implementation in 90 days resulted in changing baseline
  - Need to identify level of acceptable “solution” risk
    - Is 80% sufficient?
  - Important that expectations be properly managed
  - Time for testing needs to be incorporated
  - Time for training needs to be incorporated

Process Management

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- Configuration Management
  - Critical to a true enterprise solution
  - Needs to be in place from the start
    - Example: Portal Connector
  - Stable baseline needs to be established
  - Documentation must be maintained
    - Balance between operational need to make changes quickly and strict CM needs to be found
- Teams need to be fully integrated
  - Geographic distance caused communication lags which impacted on CM
- Single POC for install, training, SOVT

Technical Issues

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- Dependencies need to be clearly identified
  - Example: IE 5.5; interaction with IT-21
- Portal needs to be part of larger IT architecture and fully integrated
- Design decisions and impact need to be clearly understood across entire team
  - Local content in the portal engine/impact on replication
- Integration of COTS products is not simple
- Long term ILS needs to be clearly identified

Technical Issues

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- Applications need more “portalization”
  - Apps need to be geared toward small amount of screen space
  - Application owners need training on designing for a portal as well as on level of integration
    - Everyone immediately develops to lowest level of integration
  - Cleverpath’s workplaces function is clunky and difficult to understand. Checkboxes similar to commercial websites would be better
  - Local customization is critical
  - Bandwidth considerations

Technical Issues

TF Web

- Content storage needs to be identified
  - Who owns/ maintains
  - Customers want to be able to add local content
  - Need ability to pull and cache content locally
- Define Metrics early and determine method of collection.
  - Still need good measurements of what portal does to afloat bandwidth requirements
- Enterprise directory is critical
  - Largest technical issue still confronting us

Technical Issues

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- IA will always come back to haunt you
  - Policy is not a solution
  - IA solutions take longer than expected; approval process is lengthy.
- Need out of the box thinkers